Behavioral Objectives

After reading this newsletter the learner will be able to:

1. List five characteristics of an emotionally intelligent person.
2. Describe the four stages of Emotional Intelligence.

Emotional intelligence (EI) is the ability to feel, use, communicate, recognize, remember, learn from, manage, and understand your emotions. It is an important skill for men and women about recognizing, acknowledging and managing personal feelings. Emotions play a part in every interaction between people. And, behavior and emotion go hand in hand. You can’t have one without the other. People with emotional intelligence, stand out. Their ability to empathize, control impulses, communicate clearly, and work well with others earns them success. They tend to lead happier lives, and have more satisfying relationships. In order to be successful today, you must learn to maximize these skills.

This newsletter will define emotional intelligence, as well as where EI comes from. The four stages of EI, self-awareness, self-management, social awareness, and relationship management, will be discussed.

The Whole Person:

Intelligence quotient (IQ), personality and emotional intelligence (EI) are distinct qualities we all possess. In an individual, they don’t overlap much. Instead, each covers unique ground that helps to explain what makes each of us “tick”. Many people are intelligent (good at math, writing and reading), but limited because they can’t manage their behavior and get along well with others. EI explains why two people of the same IQ can attain different levels of success in life. Your IQ is fixed from birth, unless a traumatic event, such as a brain injury, occurs. You don’t get smarter by learning new facts or information. Intelligence is the ability to learn, and it’s the same at age fifteen as it is at age fifty. Emotional intelligence taps into a fundamental element of human behavior that is distinct from how smart you are. There is no connection between IQ and EI. EI is the ability to recognize and control your emotions and behaviors in relationships with others. EI is not an instinctive trait. Instead, it is learned and developed. Personality is the last piece of the puzzle. It’s the “style” that defines each of us.

Your personality is a result of your preferences, such as if you are quiet or the life of the party. But, like IQ, personality is stable over a lifetime. Personality traits appear early in life, and don’t go away.

Where Does EI Come From?

Emotional intelligence starts in the brain, at the spinal cord. Your primary senses - sight, smell, hearing, taste and touch, enter here and must travel to the front of your brain, where you are able to think rationally about the situation. But first they travel through where emotions are experienced, the limbic system in the brain. The location of the limbic system, between the back of your brain and the front, ensures that feelings play a role in every facet of our behavior. EI requires effective communication between the rational and emotional centers of the brain.

Emotional Intelligence

Emotional intelligence is the product of two main skills, personal and social competence. Personal competence focuses more on you as an individual, and is divided into self-awareness and self-management. Social competence focuses on how you behave with other people, and is divided into social awareness and relationship management.

Self-Awareness

Self-awareness is your ability to accurately perceive your own emotions as they are occurring. It also includes understanding how you tend to react in different situations. This takes learning. Only 36% of people are able to identify their emotions readily, being self-aware, and to react rationally. This means that two-thirds of us are controlled by our emotions and are not skilled at spotting them and using them to our benefit. That is, we react rather than act.

All emotions come from five core feelings - happiness, sadness, anger, fear and shame. And emotions can vary in intensity. For example, if you are fearful, you may be shy, insecure, or terrified - ranging from a mild to a high intensity of being afraid. Self-awareness requires a willingness to focus on weaknesses and to tolerate the discomfort of feelings, such as "I’m feeling timid"; "I’m feeling insecure"; "I’m feeling terrified". Self-awareness also includes staying on top of your typical reactions.
When you are angry do you usually immediately reply in a hostile manner to the situation or person? Or, do you tend to take time to get over it without acting on your emotions, only to “blow-up” later at an insignificant, unrelated situation? The only way to genuinely understand your emotions is to spend enough time thinking through them to figure out where they are coming from and why they are there. Emotions always serve a purpose. They are reactions to your life experiences.

The biggest obstacle to increased personal competence is the tendency to avoid the discomfort that comes from increasing self-awareness. Avoiding emotions creates problems, because it is a short-term fix. Such emotions won’t go away, they will only get larger and harder to deal with. Rather than avoiding a feeling, your goal should be to move toward it, into it, and eventually through it. This is true for even mild emotional discomfort, such as shyness. The shy person has to become aware of his or her feeling of being afraid and the importance of overcoming it.

SELF-MANAGEMENT

Self-management is being aware of your emotions so you can direct your behavior in a positive manner. Emotions can be managed. However, stress and interpersonal conflict are evidence that most people have trouble understanding and managing their emotions. More than 70% of people have difficulty handling stress and dealing with conflicts at work. Self-management is what happens when you act on an emotion you are aware of. It is during self-management that you should develop and execute a plan to manage your emotional reactions to situations and people. For example, once the shy person is aware of the mild reaction to being afraid, he or she should start practicing how to overcome the feeling, such as going out or his or her way to say “hi” to those around him or her.

When you can’t plan ahead because the discomfort of an emotion surprises you, pause before doing anything in response to it. For example, if a coworker, Sally, says to you, “I know this project is both of our responsibilities, but I’m swamped. You’ll have to do it for both of us”, it is best to slow down and think before moving forward. Saying, “I need to think about what you said. I’ll get back to you.” Someone who is not self-aware would just react - “No way. I’m not doing this alone! You’re just lazy.”

Self-management also includes planning for the discomfort of an uncomfortable situation ahead of time. For example, if you anticipate having a difficult conversation with a co-worker, (such as with Sally above), take time to plan what you will and will not say. Just as preparation for a marathon leads to better performance, preparation for a difficult situation improves your ability to manage yourself in the moment.

SOCIAL-AWARENESS

The ability to accurately pick up on the emotions of other people and understand what is really going on with them describes social awareness. Listening is the most important thing you can do to build social awareness. To listen well, you have to stop talking, stop anticipating the point the other person is about to make and stop thinking ahead to what you are going to say next. It takes practice to identify what another person is feeling and understand how those feelings are influencing his or her behavior. Paying attention to the other person’s body language and the tone and volume of their voice, is key to giving you the information you need to help determine how they are feeling. Asking questions, such as, “Does this mean you’re frustrated?” will further clarify your perceptions and help you avoid misinterpretations. There will always be a time when bringing up emotions is a mistake - timing is everything. You can usually recognize these situations by using your social awareness skills. For example, does the person have their arms folded or is eye contact being avoided? Such observations can tell you that this is not the time to talk to the person, let alone discuss emotions. It’s easy to get so caught up in your own emotions that you forget to consider the perspective of the other person. The capacity to accurately perceive emotions in the face or voice of others provides a crucial starting point for more advanced understanding of emotions.

RELATIONSHIP MANAGEMENT

Relationship management is the product of the first three EI skills. It is your ability to use your awareness of both your own emotions and those of others to manage interactions successfully. Conflicts tend to fester when people passively avoid problems or confront them so aggressively that situations are blown out of proportion. EI helps with clear communication and effective handling of conflict. People who manage relationships well are able to see the benefit of connecting with many different people, even those they are not fond of.

Emotionally intelligent individuals stand out. And, it has nothing to do with their IQ, personality or position. And since EI is learned, each of us has the ability to control impulses, empathize, communicate clearly, make thoughtful decisions, solve problems, and work with others. EI is a learned skill, and leads to greater success at work, at home and in the community.
POPULATION/AGE-SPECIFIC EDUCATION POST TEST

PERSONAL GROWTH...
A Newsletter for All Staff

March 2013

Competency: Demonstrates Age-Specific Competency by correctly answering 9 out of 10 questions related to Emotional Intelligence.

EMOTIONAL INTELLIGENCE

1. Emotions develop in the heart.
   a. True
   b. False

2. Which of the following can be changed with learning?
   a. Personality
   b. Emotional Intelligence (EQ)
   c. Intelligence quotient (IQ)
   d. All of the above

3. People without emotional intelligence tend to have emotional outbursts, reacting to a situation, rather than acting.
   a. True
   b. False

4. People with EI do NOT:
   a. communicate clearly.
   b. manage emotions.
   c. work well with others.
   d. ignore emotions.

5. If becoming aware of your emotions is too uncomfortable, they should be ignored.
   a. True
   b. False
EMOTIONAL INTELLIGENCE

6. All emotions come from:
   a. our past experiences.
   b. happiness, sadness, anger, fear and/or shame.
   c. our personality
   d. reactions to others at work, home, and in the community.

7. Which of the following is NOT true about emotions? They:
   a. serve a purpose.
   b. are part of life experiences.
   c. vary in intensity.
   d. are felt more by women.

8. What is the most important thing you can do to build social-awareness?
   a. Avoid difficult situations
   b. Plan ahead
   c. Listen to others
   d. Identify emotions

9. Self-management is your ability to:
   a. use your emotions to direct your behavior positively.
   b. accurately pick up on the emotions of other people.
   c. understand your emotions and those of others.
   d. have successful relationships.

10. All of the following are essential to recognize the emotions of another person EXCEPT to:
    a. look at the person’s body language. Does his or her face look angry?
    b. listen to the other person, without interrupting or thinking what you’ll say next.
    c. notice the other person’s voice volume. Is it loud?
    d. anticipate the point the other person is about to make.